

*Commonwealth of Virginia
Department of Accounts
Small Purchase Charge Card*

Program Administrator
Training 2007



WELCOME TO THE COMMONWEALTH OF VIRGINIA, DEPARTMENT OF ACCOUNTS' *SMALL PURCHASE CHARGE CARD* PROGRAM ADMINISTRATOR TRAINING.

TRAINING

- Mandatory for all New Program Administrators
- Can be taken by Fiscal staff and others
- Keep a notepad and pen handy!



THIS PRESENTATION IS MANDATORY FOR ALL NEW PROGRAM ADMINISTRATORS. NEXT YEAR YOU CAN TAKE THE REFRESHER TRAINING IF YOU SO CHOOSE. YOU WILL BE PROVIDED WITH TWO CERTIFICATE CODES DURING THE PRESENTATION WHICH YOU MUST EMAIL TO THE DEPARTMENT OF ACCOUNTS IN ORDER TO DOCUMENT YOUR TAKING THE TRAINING. YOU WILL RECEIVE A CONFIRMATION EMAIL TO KEEP ON FILE AS PROOF OF YOUR TRAINING.

IT IS IMPORTANT TO PERIODICALLY REVIEW THE PROGRAM ADMINISTRATOR'S TRAINING WHETHER IT IS THIS VERSION OR THE REFRESHER VERSION TO KEEP ABREAST OF CURRENT POLICIES AND PROCEDURES.

THIS IS NOT AN INTERACTIVE PRESENTATION, THEREFORE, PLEASE KEEP A NOTEPAD HANDY TO JOT DOWN ANY QUESTIONS OR COMMENTS YOU HAVE.

TRAINING AGENDA

- Program Purpose
- Program Overview
- Program Administrator Role and Responsibilities
- Policies and Procedures
- Gold Card Program
- Managing Your Program
 - GE MasterCard and You
 - Cardholder Benefits
- Helpful Tips
- Review



WE WILL BEGIN TODAY WITH A BRIEF DISCUSSION ON THE PURPOSE OF THE SMALL PURCHASE CHARGE CARD PROGRAM FOLLOWED BY A PROGRAM OVERVIEW TO DATE.

NEXT WE WILL REVIEW THE ROLES AND RESPONSIBILITIES OF THE PROGRAM ADMINISTRATOR, REVIEW SPCC & GOLD CARD POLICIES AND PROCEDURES AND REVIEW TOOLS YOU HAVE ACCESSIBLE TO YOU TO ASSIST YOU IN MANAGING YOUR PROGRAM.

WE WILL THEN PROVIDE SOME HELPFUL HINTS FOR YOU TO KEEP HANDY IN YOUR DAY-TO-DAY LIFE AND FINALLY WE WILL REVIEW WHAT WE HAVE DISCUSSED TODAY.

REMEMBER TO WRITE DOWN ANY QUESTIONS YOU HAVE AND EMAIL DOA FOR ANSWERS!

PURPOSE



WHAT IS THE PURPOSE OF THE SPCC PROGRAM?

Purpose

- Offers the opportunity to streamline procedures for procuring and paying for goods and services
- Reduces the volume of accounts payable transactions.
- Enables E-Commerce (eVA)
- Provides Management Reports



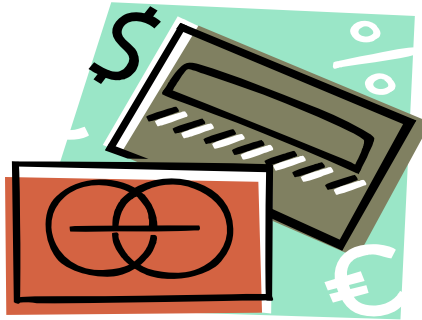
PURCHASE CHARGE CARDS OFFER THE OPPORTUNITY TO STREAMLINE PROCEDURES FOR PROCURING AND PAYING FOR SMALL DOLLAR GOODS AND SERVICES. THE PURCHASING CARD PROGRAM REDUCES THE VOLUME OF ACCOUNTS PAYABLE TRANSACTIONS AND THE ASSOCIATED COSTS BY ELIMINATING VENDOR INVOICES AND CONSOLIDATING MULTIPLE VENDOR PAYMENTS INTO ONE MONTHLY PAYMENT.

WITH THE ADVENT OF E-COMMERCE, THE PURCHASING CARD HAS BECOME THE PREFERRED METHOD OF PAYMENT FOR MANY PURCHASES. WEB-BASED PURCHASES, PARTICULARLY THROUGH eVA ARE ENCOURAGED AND WILL CONTINUE TO GROW IN USE AS SUPPLIERS ARE ADDED.

THE END RESULT OF USING THE PURCHASE CARD AS A TOOL FOR PROCUREMENT AND PAYMENT IS THE ELIMINATION OF MULTIPLE STEPS AND A SMOOTHER TRANSACTION FLOW.

IN ADDITION, THE PURCHASING CARD CONTRACTOR PROVIDES A VARIETY OF MANAGEMENT INFORMATION REPORTS TO ASSIST AGENCIES IN MAINTAINING CONTROL OVER PURCHASES AND PAYMENTS.

PROGRAM OVERVIEW



LET ME SHARE SOME HISTORICAL FACTS ABOUT THE SMALL PURCHASE CHARGE CARD PROGRAM SINCE IT'S INCEPTION THIRTEEN YEARS AGO.

Program Overview

- Eleven years ago
 - 2,500 cards
 - Averaged \$6 million for a Fiscal Year
- Today
 - Over 18,000 cards
 - Average over \$22 million in volume each month



THE SPCC PROGRAM HAS GROWN SIGNIFICANTLY SINCE 1996 WHEN THERE WERE ONLY 2,500 CARDS AND JUST OVER \$6 MILLION IN VOLUME FOR A FISCAL YEAR.

OUR AVERAGE TRANSACTION VOLUME IS NOW OVER \$22 MILLION A MONTH. WOW! THIS ENOMEROUS GROWTH IS DUE LARGELY TO YOUR EFFORTS TO USE THE PURCHASING CARDS AND DGS'S EFFORTS TO INCORPORATE THE PURCHASING CARDS IN THE EVA PROCUREMENT SYSTEM.

Program Overview

- The Purchasing Card is a Payment Mechanism
- Agencies Assume Ultimate Liability
- Use the Purchasing Card Wherever Possible -
 - Underutilization Is Reported Each Quarter
- Maintain Sufficient Documentation for
 - Reconciling monthly charges
 - Establishing limits
 - Perform annual cardholder's review
 - Pay Bills per the policy – no later than the 8th of every month
- Use the Online Program Management Tools



THE PURCHASING CARD IS MORE THAN JUST ANOTHER WAY TO PAY AN INVOICE. IT IS THE PREFERRED METHOD. AGENCIES ASSUME ULTIMATE LIABILITY FOR EMPLOYEE'S USE OF THE CARD. PURCHASING CARDS MUST BE USED FOR OFFICIAL COMMONWEALTH OF VIRGINIA PURCHASES ONLY AND COMPLY WITH STATE PROCUREMENT REGULATIONS.

IF YOU COULD HAVE USED THE CARD AND DIDN'T, YOU RISK BEING CITED FOR UNDERUTILIZATION IN THE COMPTROLLER'S QUARTERLY REPORT ON STATEWIDE FINANCIAL MANAGEMENT AND COMPLIANCE.

INTERNAL CONTROL IS ESSENTIAL. WITH THE PURCHASING CARD, THIS IS ACHIEVED THROUGH SUPERVISORY REVIEW OF PURCHASING LOGS AND ANNUAL REVIEW OF CARD ACTIVITY IN ORDER TO ESTABLISH REALISTIC LIMITS. SUPERVISORS MUST DOCUMENT THE ANNUAL REVIEW ANALYSIS IN WRITING FOR PROGRAM ADMINISTRATORS. THIS DOCUMENTATION IS KEPT AT THE AGENCY FOR AUDIT PURPOSES AND A COMPLETED CERTIFICATION FORM IS FAXED TO DOA.

UNLESS OTHERWISE INSTRUCTED BY DOA, PAYMENTS MUST BE PAID TO GE NO LATER THAN THE 8TH OF EACH MONTH. PA'S SHOULD MAKE USE OF THE ONLINE PROGRAM MANAGEMENT FEATURE FOR EASIER AND MORE EFFICIENT CARD ADMINISTRATION.

Program Overview

- APA takes an Interest
 - The Small Purchase Charge Card program has been effective in reducing paperwork and streamlining the purchases of low-dollar goods and services.
 - The Commonwealth has recognized cost savings from the program.
 - Increased communications with agencies



APA AND DOA AUDITORS HAVE SPENT A CONSIDERABLE AMOUNT OF TIME EXAMINING THE SPCC PROGRAM. WHILE THEY PRAISE THE PROGRAM AS A WHOLE, THE EVER-INCREASING VOLUME HAS RESULTED IN A NUMBER OF CONCERNS WHICH NEED TO BE ADDRESSED.

THE COMMONWEALTH HAS RECOGNIZED COST SAVINGS WITH THE PROGRAM AND WILL CONTINUE TO GROW THE PROGRAM TO MAXIMIZE THE EFFECTIVENESS OF THE PROGRAM.

AS A RESULT, THE CHARGE CARD ADMINISTRATION TEAM HAS BEEN MORE DILIGENT AND VOCAL IN OUR COMMUNICATIONS (CALLS AND E-MAILS) SO AS ITEMS ARISE AND CHANGES ARE IMPLEMENTED YOU ARE IMMEDIATELY NOTIFIED.

YOU MAY SEE THE EMAILS AS MORE WORK BUT WE ARE TRYING TO KEEP UP STAFF AWARENESS OF PROGRAM CHANGES AND ISSUES.

Program Overview

◦ DOA Takes Action...

- CAPP Manual Updates
- Periodic Training Programs
- Yearly Updates
- Exception Reporting
- Enhancements



DOA UPDATES CAPP TOPIC 20355 AT LEAST ANNUALLY. PURCHASING CHARGE CARD POLICIES AND PROCEDURES HAVE BEEN REFINED AND REVISED TO ACCOMMODATE A MORE MATURE PROGRAM.

DOA AND GE MASTERCARD OFFER A VARIETY OF TRAINING PROGRAMS FOR ADMINISTRATORS, CARD HOLDERS AND FISCAL STAFF, ESPECIALLY IN REGARDS TO E-COMMERCE INITIATIVES.

DOA IS AVAILABLE TO AGENCIES WHO NEED ASSISTANCE IN STRENGTHENING THEIR SPCC PROGRAMS. JUST EMAIL US AND WE WILL BE HAPPY TO ASSIST YOU.

DOA REQUIRES AN ANNUAL UPDATE OF PROGRAM ADMINISTRATORS AND FISCAL CONTACTS TO ENSURE ALL PARTIES HAVE CURRENT INFORMATION.

MORE EXTENSIVE REPORTING AND ANALYSIS WILL BE INCORPORATED TO ADDRESS ISSUES OR POTENTIAL ISSUES IN A TIMELY MANNER.

ANY PROGRAM ENHANCEMENTS WILL BE COMMUNICATED TO AGENCIES IN A TIMELY MANNER VIA EMAIL OR LETTERS. THIS MAY INCREASE YOUR AMOUNT OF EMAILS FROM US BUT IT IS OUR GOAL TO COMMUNICATE EFFECTIVELY WITH ALL AGENCIES SO THEY CAN MAXIMIZE THEIR PROGRAMS UTILIZATION.

Program Overview

- CAPP Topic 20355
 - Purchasing Charge Card
 - Review it thoroughly
 - Share it with Fiscal Officers, Accounts Payable Staff, and Cardholders
 - Bookmark the page for quick reference
- Charge Card Administration Web Page



REMEMBER, YOU SHOULD BE READING THE CAPP MANUAL! NORMALLY, THE COMMONWEALTH ACCOUNTING POLICIES AND PROCEDURES ARE TARGETED AT FISCAL STAFF, BUT TOPIC 20355 IS TARGETED AT BOTH THE PROGRAM ADMINISTRATORS AS WELL AS THE FISCAL STAFF.

SOME OF OUR PA'S PERFORM DUTIES IN BOTH AREAS (FISCAL AND PROCUREMENT). WHETHER YOU ARE FULL-TIME PROCUREMENT, FULL-TIME FISCAL OR WEAR BOTH HATS, CAPP TOPIC 20355 HAS IMPORTANT INFORMATION FOR YOU!

YOU SHOULD BOOKMARK THE TOPIC IN YOUR FAVORITES SO THAT YOU CAN REFERENCE THE TOPIC QUICKLY.

YOU SHOULD ALSO BOOKMARK THE CHARGE CARD ADMINISTRATION WEB PAGE WHICH CONTAINS FORMS, TRAINING AND VENDOR INFORMATION AT YOUR FINGERTIPS.

PROGRAM ADMINISTRATORS ROLES AND RESPONSIBILITIES



LET'S TALK ABOUT THE PROGRAM ADMINISTRATOR AND THEIR ROLES AND RESPONSIBILITIES.

Roles and Responsibilities

- Designated by the Agency Head or designee
- Must use the Program Administrator form
- Each Agency should designate a Backup PA
- Program Administrator is the only person authorized to make changes for the Agency



THE AGENCY PROGRAM ADMINISTRATOR IS DESIGNATED BY THE AGENCY HEAD OR SIMILAR AUTHORIZING OFFICER USING A *PROGRAM ADMINISTRATION FORM* OBTAINED FROM THE DEPARTMENT OF ACCOUNTS.

THE AGENCY PROGRAM ADMINISTRATOR - (PA) IS REGISTERED WITH THE CHARGE CARD COMPANY (CURRENTLY GE MASTERCARD) AND THE DEPARTMENT OF ACCOUNTS AS THE ONLY PERSON AUTHORIZED TO MAKE CHANGES (ADD, CANCEL, CHANGE LIMITS, ETC.) FOR THE AGENCY SPCC PROGRAM. IT IS STRONGLY ENCOURAGED FOR EACH AGENCY TO DESIGNATE A BACK-UP PROGRAM ADMINISTRATOR BY USING THE PROGRAM ADMINISTRATOR FORM. THIS WILL LET DOA AND GE MASTERCARD KNOW WHO THEY CAN CONTACT OR SPEAK TO IN CASE YOU ARE NOT AVAILABLE, AS WELL AS ALLOW YOU TO TAKE SOME VACATION!

Roles and Responsibilities

- Review card applications for validity
- Apply for cards using NetApps or Turbo File
- Acquire a completed Employee Agreement form signed by the cardholder and supervisor
- Train the cardholder on Rules and Regulations
- Distribute to the employee a copy of CAPP Topic 20355, *Purchase Charge Card*



LET'S BEGIN BY REVIEWING YOUR ADMINISTRATIVE DUTIES AS YOUR AGENCY'S PROGRAM ADMINISTRATOR. WE WILL TOUCH ON THESE ITEMS BRIEFLY BUT YOU SHOULD REVIEW CAPP TOPIC 20355 IN DEPTH FOR MORE DETAILED INFORMATION ON YOUR DUTIES AND RESPONSIBILITIES.

THE FIRST RESPONSIBILITY IS TO VERIFY THE VALIDITY OF A NEW CARD REQUEST. YOU NEED TO ENSURE THE INDIVIDUAL'S SUPERVISOR HAS COMPLETED THE REQUEST FORM CORRECTLY AND AN ANALYSIS OF THE PERSON'S PURCHASING NEEDS SHOULD ALSO BE ATTACHED FOR YOU TO REVIEW.

AGENCIES HAVE TWO OPTIONS FOR APPLYING FOR CARDS. AGENCIES CAN SET UP FOR NETAPPS, GE'S ONLINE APPLICATION TOOL, OR AN AGENCY CAN APPLY FOR CARDS USING YOUR AGENCY TURBO (EXCEL) FILE. NORMALLY, FOR CARDS APPLIED FOR USING NETAPPS, CARDS ARE RECEIVED IN 3-5 DAYS AND USING A TURBO CARDS ARE RECEIVED IN 5-7 DAYS. IF AN AGENCY HAS ELECTED TO HAVE CARDS SENT DIRECTLY TO A CARDHOLDER, THIS DELIVERY METHOD TAKES UP TO 3 ADDITIONAL DAYS.

IT IS ALSO YOUR RESPONSIBILITY TO ENSURE EVERY CARDHOLDER HAS SIGNED AN EMPLOYEE AGREEMENT ALONG WITH THEIR SUPERVISOR. EACH CARDHOLDER SHOULD SIGN THE AGREEMENT ANNUALLY TO ENFORCE THE ITEMS THEY ARE AGREEING TO BY HOLDING A CARD.

YOU MUST ALSO TRAIN THE CARDHOLDER ON PROPER USAGE OF THE CARD.

ALSO, PROVIDE THE CARDHOLDER WITH A COPY OF CAPP TOPIC 20355 AND ENSURE THEY HAVE COMPLETED THE CARDHOLDER TRAINING PRIOR TO THEM USING THE CARD.

Roles and Responsibilities

- Monitoring
 - Inactive Cards
 - Accounts that have not had any activity in 12 months
 - Inappropriate purchases
 - Using the card for personal expenses



AS PROGRAM ADMINISTRATOR, A MAJOR PART OF YOUR RESPONSIBILITY IS TO MONITOR YOUR AGENCY'S ACCOUNTS FOR COMPLIANCE WITH ESTABLISHED POLICIES AND PROCEDURES.

YOU MUST MONITOR ALL ACCOUNTS FOR LACK OF ACTIVITY AS WELL AS INAPPROPRIATE PURCHASES. AN ACCOUNT WITH NO ACTIVITY WITHIN THE LAST 12 MONTHS MUST BE CLOSED. ANY INAPPROPRIATE PURCHASES SHOULD BE REPORTED TO THE CARDHOLDER AS WELL AS THEIR SUPERVISOR.

GE MASTERCARD OFFERS A VARIETY OF REPORTS WHICH WILL ASSIST YOU IN MONITORING YOUR ACCOUNTS.

Roles and Responsibilities

o Training

- o Program Administrators
 - o You are required to take the Program Administrator training each year and receive a confirmation back from DOA for your files.
- o Supervisor/Reviewers
 - o You are required to ensure that all Supervisors/Reviewers of cardholders have taken the online training DOA provides.
- o Cardholders
 - o You are required to ensure that all your cardholders have been adequately trained on the Program



TRAINING IS A CRUCIAL PART OF YOUR RESPONSIBILITIES AND WE ARE COMMITTED TO GIVING YOU AMPLE TRAINING AS THE PROGRAM ADMINISTRATOR. YOU ARE REQUIRED TO TAKE THIS TRAINING ANNUALLY AND TO FOLLOW THE PROCEDURES IN THE PRESENTATION TO RECEIVE CREDIT FOR TAKING THE TRAINING. A CONFIRMATION WILL BE SENT BACK TO YOU FOR YOUR FILES AS PROOF YOU TOOK THE REQUIRED TRAINING.

TRAINING FOR THE SUPERVISORS/REVIEWERS OF CARDHOLDERS IS NOW REQUIRED ANNUALLY AND IS AVAILABLE ONLINE. THIS TRAINING IS REQUIRED AND YOU HAVE TO ENSURE THAT ALL STAFF HAVE TAKEN THE TRAINING. YOU WILL BE REQUIRED TO SEND A CERTIFICATION IN ANNUALLY CERTIFYING COMPLETION OF THIS TRAINING FOR ALL OF THESE STAFF.

CARDHOLDER TRAINING IS ALSO A PART OF YOUR RESPONSIBILITY AS THE PROGRAM ADMINISTRATOR. YOU MUST TRAIN EACH CARDHOLDER IN THE RULES AND REGULATIONS OF THE PROGRAM PRIOR TO THEM USING THEIR CARD. YOU MUST ALSO ENSURE THAT THEY HAVE SIGNED AN EMPLOYEE AGREEMENT FOR YOUR FILES AND IT IS RECOMMENDED THAT EACH CARDHOLDER SIGN A NEW EMPLOYEE AGREEMENT ANNUALLY.

Roles and Responsibilities

- Program Administrator Form

- This is the form used to designate your Agency Purchase Card Program Administrator & Backup Program Administrator
- Each agency is required to complete a form whenever there is a change in Program Administrator's or their contact information (i.e. name change, email, phone, etc.)
- This form is located on the Charge Card Administration web page under Forms
- Ability to apply for new cards will be suspended until new Delegation form is received



COMPLETING A PROGRAM ADMINISTRATOR FORM, ENSURES YOU WILL RECEIVE ANY NEW UPDATES AND INFORMATION REGARDING THE PURCHASE CHARGE CARD PROGRAM. IT IS IMPERATIVE THAT A NEW FORM IS COMPLETED ANYTIME THERE IS A CHANGE IN PROGRAM ADMINISTRATION. THIS FORM CAN BE FOUND ON THE CHARGE CARD ADMINISTRATION WEB PAGE UNDER FORMS. IF YOUR AGENCY'S PROGRAM ADMINISTRATOR INFORMATION IS NOT CURRENT WITH DOA AND GE MASTERCARD, YOUR AGENCY'S ABILITY TO APPLY FOR CARDS, ACCESS REPORTS, ETC WILL BE SUSPENDED.

EVERY PA AND BACKUP AUTOMATICALLY RECEIVES ACCESS TO SAM, GE'S ONLINE PROGRAM MANAGEMENT TOOL. AN EMAIL WILL BE SENT TO THE PA OR BACKUP WITH THEIR LOGIN INFORMATION.

POLICIES AND PROCEDURES



NOW LET'S GO OVER THE SMALL PURCHASE CHARGE CARD POLICIES AND PROCEDURES.

Policies and Procedures

- Develop, Disseminate, and Enforce Agency-Specific SPCC Policies and Procedures
- Share Best Practices with fellow agencies
- Monthly Program Administrator calls
- Monthly SAM Refresher Training



EVERY AGENCY IS UNIQUE. ONLY YOUR AGENCY MANAGEMENT CAN DETERMINE HOW TO BEST ACHIEVE COMPLIANCE WITH STATEWIDE GUIDELINES. IT IS ESSENTIAL THAT YOU DEVELOP YOUR OWN SPCC POLICIES AND PROCEDURES. THEY MUST BE AS SPECIFIC AND DETAILED AS THE CAPP MANUAL. ADDITIONAL REQUIREMENTS ARE LEFT TO AGENCY DISCRETION.

THERE ARE MANY WELL RUN PROGRAMS IN PLACE THROUGHOUT THE COMMONWEALTH. VISIT OTHER AGENCY WEBSITES TO SEE HOW THEIR PROGRAMS ARE RUN OR CONTACT US AND WE CAN PROVIDE YOU THE CONTACT INFORMATION FOR AN AGENCY WHO COULD POSSIBLY ASSIST YOU.

THE MONTHLY PROGRAM ADMINISTRATOR CALLS AND SAM REFRESHER TRAININGS ARE EXCELLENT MEANS OF SHARING BEST PRACTICES. TALK WITH OTHER PROGRAM ADMINISTRATORS AND LEARN HOW THEIR SPECIFIC CIRCUMSTANCES AND NEEDS ARE ADDRESSED.

Policies and Procedures – State Limits

- Transaction Limit \$5,000 or Lower
- PA's - Obtain documentation from the cardholder's supervisor to establish limits
- If you need a limit above the State guidelines, you must request approval from DOA **FIRST!**



PROGRAM ADMINISTRATORS MUST SET BOTH THE TRANSACTION AND THE MONTHLY LIMITS WHEN APPLYING FOR CARDS.

A FEW PROCUREMENT PROFESSIONALS AT EACH AGENCY WILL MAKE REGULAR PURCHASES IN THE \$1,000 TO \$5,000 RANGE, THEREFORE THEIR CARD LIMITS MIGHT BE SET AT THE MAXIMUM, BASED ON THEIR SUPERVISOR'S ANALYSIS. MOST CARDHOLDERS HAVE MORE SPENDING AUTHORITY THAN THEY REALLY NEED. SOME AGENCIES ARE NOT TAKING FULL ADVANTAGE OF THE PURCHASING CARD BY SETTING THE LIMITS TOO LOW. PLEASE ENCOURAGE SUPERVISORS TO BE REALISTIC IN THEIR ANALYSIS OF CARD USE AND REMEMBER TO USE THE AMOUNTS RECOMMENDED BY THE CARDHOLDER'S SUPERVISOR.

IT IS IMPORTANT TO NOTE THAT ONCE LIMITS ARE ESTABLISHED, CARDHOLDERS MUST ABIDE BY THEM. A CARDHOLDER WHO ENCOURAGES OR EVEN KNOWINGLY ALLOWS A VENDOR TO OVERRIDE A GE MASTERCARD DENIAL BASED ON SPENDING LIMITS IS COMMITTING FRAUD.

REMEMBER, PA'S ARE NOT ALLOWED TO SET LIMITS ABOVE \$5,000 A TRANSACTION OR

Policies and Procedures – State Limits

- Monthly Limit \$100,000 or lower
- Set reasonable limits, adjust if necessary, but always stay within established guidelines.
- If you need a limit above State guidelines, you must request approval from DOA **FIRST!**



THE MONTHLY MAXIMUM OF \$100,000 PER CARDHOLDER HAS PROVEN TO BE SUFFICIENT IN VIRTUALLY EVERY CIRCUMSTANCE.

IF, AT ANY TIME, YOU AND A CARDHOLDER'S SUPERVISOR AGREE THAT TRANSACTION OR MONTHLY LIMITS ARE SET TOO HIGH OR LOW - OR IF A ONE-TIME ADJUSTMENT IS NEEDED FOR A SPECIFIC PURCHASE - YOU MAY MAKE THOSE ADJUSTMENTS UP TO THE STATEWIDE LIMITS OF \$5,000 PER TRANSACTION AND \$100,000 PER MONTH. JUST REMEMBER TO DOCUMENT THE REASON(S) FOR THE CHANGE(S). YOU MAY GET A PHONE CALL OR EMAIL REQUESTING THIS INFORMATION AT ANYTIME.

REMEMBER, PA'S ARE NOT ALLOWED TO SET MONTHLY LIMITS ABOVE \$100,000 WITHOUT APPROVAL FROM DOA.

- Industry Restrictions

-

RESTRICTIONS CAN BE LIFTED ON A PERMANENT OR TEMPORARY BASIS. YOU CAN ALSO REQUEST A RESTRICTION LIFTED FOR THE FUTURE. BY CONTACTING GE (866-843-1368 OPTION 1 OR COV.CRR@GE.COM) THEY CAN ASSIST YOU WITH YOUR NEEDS.

Policies and Procedures New for 2007

- State Enterprise Rental Car Contract
 - Agencies can set up a direct bill option with Enterprise
 - Can set up as many as needed to support the agency
 - Contact Enterprise to get set up
 - 804-358-2388



In 2007 DOA issued guidance on using PCards to pay for the new State Enterprise Rental Car Contract. This contract was issued by Department of General Services, Office of Fleet Management.

DOA's guidance put forth information on how an agency can set up a direct billing with Enterprise. When an agency does this, any rental under the State Contract will be paid for by a designated PCard. Agencies can choose to set up one billing account for their agency or multiple accounts with Enterprise to best suit the organizational needs of their agency.

Any account set up questions or for additional information, agencies can contact Enterprise at 804-358-2388 and they will be happy to assist you.

Policies and Procedures New for 2007

- o Enterprise Rental Car Contract
 - o A Traveler who has a PCard **CANNOT** use their PCard to pay for an Enterprise Rental
 - o Their PCard cannot be presented at the Enterprise counter as the form of payment
 - o Payment for Enterprise Rentals on PCards **MUST** be set up as a Direct Bill
 - o Payment can also be made by a traveler using a State Travel Card or their personal cards



A traveler who holds a PCard **CANNOT** present that card to Enterprise as the method of payment. All Enterprise Rentals on the State Contract which are paid for by PCards must be in a direct bill set up. There should never be any charges on a PCard which not been set up by Enterprise in a direct bill for the agency.

By setting up the direct bill option with Enterprise with a PCard for the agency, any traveler for your agency will not have to present a form of payment when they pick up or return the rental car. Once the rental is completed, Enterprise can charge the PCard on file for the total cost.

Enterprise Rentals can also be paid directly by the travelers by using their State Travel Card or their personal charge cards. In these two options, the traveler would submit their cost for the rental on a Travel Reimbursement form.

Policies and Procedures New for 2007

- Using PCards and Hotel Accommodations
 - Agencies can elect to have a designated person or persons allowed to pay for overnight hotel accommodations via direct bill
 - Annual Election made to DOA
 - Travelers cannot use their PCard with a hotel
 - Strict Criteria



In 2007 DOA put out new guidance on allowing under certain circumstances an agency to use a designated PCard to pay for overnight hotel accommodations. This would only include the cost of the room and applicable taxes. Any other incidental charges such as room service, phone calls, internet use, movies, etc. must be paid for by the traveler.

The guidance also states that an annual election must be made to DOA to indicate whether your agency is participating in this option and if so, who the designated PCard or PCards are to be used for this option.

Travelers who have a PCard CANNOT use their PCard to check in to a hotel and have the hotel charge that card for any hotel charges.

There is strict criteria which must be met in order for an agency who has elected this option to use their designated PCard or PCards for hotel room and taxes of their travelers. We will now review this in detail.

Policies and Procedures New for 2007

- Hotel Charges on PCards Criteria
 - Contacted the hotel location and they are willing to accept a corporate card
 - Hotel **does not** require a card imprint
 - Hotel **does not** require a faxed or mailed copy of card
 - Hotel can accommodate a 2nd form of payment for incidentals
 - Document who you spoke with, date and time



The following criteria must be met for those cards designated by the agency to DOA in order to use their cards to pay for hotel room charges and applicable taxes only:

Firstly, the cardholder must call the actual hotel location, not 1-800-marriott to inquire if that location can support the criteria. Each hotel location's management can elect to have different policies regarding this type of payment; therefore it is crucial the following steps are made with the hotel location.

- 1 – The hotel location is willing to accept a corporate paid card as the form of payment for **ONLY** the hotel room cost and applicable taxes.
- 2 – The hotel DOES NOT require an card imprint on file for the card being used for the hotel room and applicable taxes.
- 3 – The hotel DOES NOT require a faxed or mailed copy of the card.
- 4 – The hotel can accommodate another form of payment for all incidentals for the traveler (i.e. room service, phone calls, internet, movies, etc).

If a hotel can meet all of these criteria, you can provide your PCard number to the hotel for payment of the hotel room and taxes. Then you need to alert the traveler that their room and taxes have been paid by the agency and they will have to present another form of payment at check in for any other charges.

Make sure the person who has contacted the hotel location documents the person's name, date and time they spoke to in case there are any issues.

Policies and Procedures New for 2007

- Hotels on PCards – Reimbursement
 - Agencies are responsible for ensuring that travel plans cancelled – credit is issued
 - Agencies are responsible to ensure the Travel reimbursement from the traveler does not include the hotel room and taxes



Agencies who elect to participate in this option are responsible for ensuring that if a traveler's plans change or are cancelled, that the hotel is notified so as not to endure charges for not showing up.

Also, agencies are responsible to ensure that on the traveler's reimbursement they are not requesting for reimbursement of the room and taxes which were paid by the designate PCard at your agency.

If any agency is found in review and audit of their transactions of not following the policy on hotel accommodations, this option will be removed from that agency.

Policies and Procedures New for 2007

- Name changes
 - If any existing Pcardholder needs to change their name due to marriage, divorce, etc
 - Legal proof must be presented to the PA BEFORE the name on the card can be changed
 - Or; an alert from Human Resources who has proof of the legalized name change can be used



If an existing Pcardholder needs to change their name on their card, other than a miss spelling, you must view Legal documentation of the name change PRIOR to you as a PA changing the name on the card.

Legal documentation must be present for the cardholder to change their Payroll information; therefore, if Human Resources has made the change in their systems after viewing the legal forms, you as a PA can then change the name.

We need to ensure that any name changes are verified to legal documents and people are not changing names without making it legal.

GOLD CARD PROGRAM



THERE IS A GOLD CARD PROGRAM AVAILABLE FOR AGENCIES WITH HIGHER SPEND VOLUMES OVER THE SMALL PURCHASE LIMIT DEFINED BY THE VIRGINIA PUBLIC PROCUREMENT ACT. THIS PROGRAM IS ADMINISTERED BY THE DEPARTMENT OF ACCOUNTS.

"GOLD" Card Program

- Optimizes participation in E-commerce.
- Program is Administered by DOA.
- Issued to full-time classified purchasing/procurement professionals or other staff as deemed by the agency head.
- \$50,000 per transaction limit.
- \$250,000 monthly limit.
- Cannot have a SPCC and Gold card.



THE PURPOSE OF THE "GOLD" PROGRAM IS TO OPTIMIZE THE COMMONWEALTH'S PARTICIPATION IN ELECTRONIC COMMERCE. THIS IS ACHIEVED BY ALLOWING CERTAIN INDIVIDUALS HIGHER LIMITS (UP TO THE MAXIMUM DEFINED AS A SMALL PURCHASE IN THE VPPA). CURRENTLY SET AS \$50,000 A TRANSACTION AND \$250,000 A MONTH. THE REQUIREMENTS ARE THE SAME FOR THE GOLD AND SPCC PROGRAMS WITH THE EXCEPTIONS OF THE HIGHER TRANSACTION AND MONTHLY LIMITS.

THE GOLD CARD PROGRAM IS ADMINISTERED BY DOA. APPLICATIONS MUST BE SIGNED BY THE AGENCY HEAD AND SUBMITTED TO DOA FOR CONSIDERATION. GOLD CARDS SHOULD ONLY BE ISSUED TO FULL-TIME CLASSIFIED PURCHASING/PROCUREMENT PROFESSIONALS OR OTHER STAFF MEMBERS THE AGENCY HEAD DEEMS RESPONSIBLE WITH THE HIGHER LIMITS AND PROCUREMENT REGULATION. THESE INDIVIDUALS MAY NOT HOLD A SPCC CARD AND ARE TO USE THEIR GOLD CARD FOR ALL PURCHASES UP TO THE DESIGNATED CARD LIMITS.

GOLD CARDHOLDERS MAY NOT, UNDER ANY CIRCUMSTANCES, AUTHORIZE ANY CHARGE IN EXCESS OF THE TRANSACTION LIMITS SET BY (DOA) THE STATEWIDE PROGRAM ADMINISTRATOR.

MANAGING YOUR PROGRAM



AS PROGRAM ADMINISTRATOR IT IS YOUR RESPONSIBILITY TO MANAGE YOUR AGENCY'S SMALL PURCHASE CHARGE CARD PROGRAM. WE WILL NOW DISCUSS SOME TOOLS TO HELP YOU MANAGE YOUR PROGRAM.

Managing Your Program

- Manage your agency:
 - Training cardholders
 - Monitoring participation
 - Supervisor training
 - Internal controls
 - Tools provided by GE MasterCard
 - SAM and NetService – PA's
 - NetService – Cardholders



MANAGING YOUR AGENCY'S SMALL PURCHASE CHARGE CARD PROGRAM IS YOUR RESPONSIBILITY. PROGRAM ADMINISTRATOR'S ARE RESPONSIBLE FOR TRAINING CARDHOLDERS, MONITORING THEIR PARTICIPATION, TRAINING THE CARDHOLDER'S SUPERVISOR AND ENSURING THAT PROPER INTERNAL CONTROLS ARE IN PLACE AT THE AGENCY.

GE MASTERCARD HAS SEVERAL ONLINE MANAGEMENT TOOLS AVAILABLE FOR PROGRAM ADMINISTRATORS, CARDHOLDERS AND THEIR SUPERVISORS. BE SURE TO USE THEM SINCE THEY ARE THERE TO ASSIST YOU WITH MANAGING YOUR PROGRAM.

ONE TOOL IS SAM WHICH PROVIDES A SIMPLIFIED WAY OF HANDLING A VARIETY OF ADMINISTRATIVE TASKS ASSOCIATED WITH MANAGING YOUR PROGRAM AND FOR PROVIDING A TOOL FOR REPORTING, RESEARCH, AND PROGRAM MANAGEMENT.

CARDHOLDERS CAN LOG ON TO NETSERVICE TO PRINT STATEMENTS AND SEE INFORMATION REAL TIME, INCLUDING DECLINED AND PENDING TRANSACTIONS.

WE WILL BE PROVIDING MORE INFORMATION ON SAM AND NETSERVICE LATER IN THIS PRESENTATION.

Manage Your Own Program

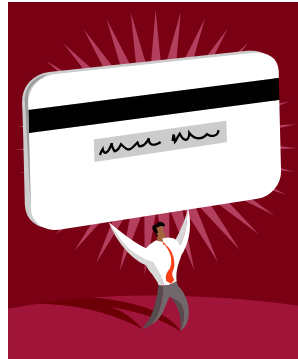
- GE MasterCard is not the procurement police.
- GE MasterCard can assist you if proper controls are in place.
- Secret Word #1 - Mouse



GE MASTERCARD IS NOT THE PROCUREMENT POLICE. THEY CAN, HOWEVER, ASSIST YOU WITH MANAGING YOUR PROGRAM IF PROPER CONTROLS ARE IN PLACE.

BY UTILIZING THE TOOLS AVAILABLE TO YOU AS A PA, YOU CAN EASILY MONITOR CARDHOLDER DATA TO ENSURE EVERYONE IS COMPLYING TO POLICY.

Manage Your Program – DOA AND GE MasterCard



LET'S DISCUSS DOA AND GE MASTERCARD AND WHAT THEY CAN OFFER YOU.

Manage Your Program – DOA And You

- **Contacts:**

- cca@doa.virginia.gov
- 804-371-4350
- http://www.doa.virginia.gov/Payroll/Charge_Card/Charge_Card_Main.cfm
- Charge Card Bulletins
- Training
- Monthly PA Calls



DOA HAS A DEDICATED STAFF FOR THE ADMINISTRATION OF THE STATE CHARGE CARD PROGRAMS. THEY CAN BE REACHED BY EMAIL AT CCA@DOA.VIRGINIA.GOV OR BY PHONE 804-371-4350.

THE CHARGE CARD ADMINISTRATION TEAM HAS A WEBSITE LISTED HERE WHICH HAS A WEALTH OF INFORMATION FOR PA'S. INCLUDED ON THE WEB PAGE ARE THE CHARGE CARD BULLETINS WHICH ARE ISSUED PERIODICALLY TO INFORM PA'S OF ANY CHANGES TO THE PROGRAMS.

DOA AND GE MASTERCARD ALSO OFFER TRAINING – WHETHER IT IS ON OUR THE DOA WEBSITE OR VIA WEBEX ONLINE TRAINING. DOA ALSO HOLDS MONTHLY PA CALLS TO DISCUSS ANY NEW ITEMS RELATED TO THE CARD PROGRAMS AND ALSO HAVE A Q&A SESSION AS WELL. NOTES FROM THE SAM REFRESHER CALLS AS WELL AS THE MONTHLY PA CALLS ARE ALSO ON OUR WEBSITE FOR REFERENCE.

Manage Your Program – GE MasterCard And You

GE Dedicated Customer Service

- Program Administrator Contact Information:

- 866-843-1368
 - Select the option needed:
 - Option 1: CRR
 - Option 3: Help Desk

- cov.crr@ge.com



THE COMMONWEALTH HAS A TEAM OF DEDICATED CUSTOMER SERVICE REPRESENTATIVES IN THE SALT LAKE CITY OFFICE WHO ARE AVAILABLE MONDAY THROUGH FRIDAY 8 A.M. TO 5 P.M. EASTERN TIME FOR PROGRAM ADMINISTRATORS.

BY SELECTING OPTION 1, THE CRR'S CAN ASSIST YOU WITH DAY TO DAY GE MASTERCARD MAINTENANCE ITEMS SUCH AS LIFTING A RESTRICTION, INCREASE LIMITS, VERIFY AN AUTHORIZATION OR DECLINE ON AN ACCOUNT. IF YOU HAVE A NEED AFTER HOURS YOU CAN STILL CALL THE SAME NUMBER AND A REPRESENTATIVE WILL ASSIST YOU.

BY SELECTING OPTION 3, THE GE HELPDESK CAN ASSIST YOU ON ANY QUESTIONS YOU HAVE IN REGARDS TO GE'S SAM TOOL OR NETSERVICE.

THE CRR'S ARE ALSO AVAILABLE VIA EMAIL FOR YOUR REQUESTS. PLEASE REMEMBER THAT THE CRR'S DO HAVE UP TO 24 HOURS TO RESPOND TO YOUR EMAIL REQUEST. IF YOU HAVE AN IMMEDIATE NEED, IT IS BEST TO CALL IN. OTHERWISE IF IT IS AN ITEM WHICH CAN BE DONE WITHIN 24 HOURS, YOU CAN ALWAYS SEND AN EMAIL IN. YOU WILL RECEIVE AN EMAIL BACK WHEN THE TASK HAS BEEN COMPLETED.

CARDHOLDERS CAN CONTACT GE FOR THEIR NEEDS BY CALLING THE NUMBER ON THE BACK OF THEIR CARD.

Manage Your Program – GE MasterCard and You

- GE Security
 - PAAC (Program Administrator Access Code)
 - Four-digit code chosen by the PA on the PA form
 - Do NOT give your PAAC out to other employees



THE CRR'S WILL NEED TO VERIFY THAT YOU ARE LISTED AS THE PROGRAM ADMINISTRATOR FOR YOUR AGENCY. YOU WILL BE ASKED TO VERIFY YOUR PROGRAM ADMINISTRATOR ACCESS CODE, OR PAAC. YOUR PAAC CAN BE FOUND ON YOUR PROGRAM ADMINISTRATOR FORM WHICH YOU FAXED TO DOA TO THE RIGHT OF YOUR SIGNATURE. IF YOU CANNOT REMEMBER YOUR PAAC OR CANNOT LOCATE THE PA FORM, FEEL FREE TO CONTACT DOA AND WE WILL PROVIDE THAT TO YOU. JUST REMEMBER, DO NOT GIVE YOUR PAAC TO ANYONE.

Manage Your Program – GE MasterCard and You

- **SAM (Strategic Account Management)**
 - Provides access to your agency's transaction data and reporting needs
- **NetService**
 - Provides SPCC Program Administrators with an online solution to administer accounts and obtain information
 - Information is “real-time”
 - Perform Maintenance
 - **System Requirements:**
 - Accessible via the Internet
 - Web browser version 4.0 and higher
 - 128 bit encryption required



IT'S IMPORTANT TO UNDERSTAND THE DIFFERENCE BETWEEN STRATEGIC ACCOUNT MANAGEMENT (SAM) AND NETSERVICE. AS A PA YOU WILL LOG DIRECTLY INTO SAM. FROM HERE YOU CAN RUN REPORTS AND QUERIES ON DATA FOR YOUR AGENCY. SAM IS A DATAWAREHOUSE WHICH IS LOADED BY DATA RECEIVED BY MASTERCARD. THE INFORMATION IN SAM IS NOT REAL TIME, TYPICALLY IT WILL TAKE 48 HOURS TO SHOW ANY NEW TRANSACTIONS FROM THE TIME THE VENDOR POSTS THE DATA. TO VIEW REAL-TIME INFORMATION OR TO PERFORM ANY MAINTENANCE ON THE ACCOUNT, YOU WILL NEED TO LINK OVER TO NETSERVICE FROM SAM.

IN ORDER TO ACCESS THIS PLATFORM, YOU MUST HAVE INTERNET ACCESS, YOUR BROWSER MUST BE 4.0 OR HIGHER AND HAVE 128 BIT ENCRYPTION.
NOW WE WILL GO INTO MORE DEATIL ON WHAT YOU CAN DO ONLINE

Manage Your Program – GE MasterCard and You

- Program Administrators can perform the following functions online using SAM:
 - View and Modify Agency Hierarchy
 - Access Agency Reports & Queries

- Program Administrators can perform the following functions online in SAM linking to NetService:
 - Adjust Spending Limits
 - Cancel or Suspend Cards
 - View transactions as they occur



IN SAM, GE'S ONLINE PROGRAM MANAGEMENT TOOL, PA'S HAVE THE ABILITY TO VIEW AND MODIFY THEIR AGENCY'S HIERARCHY. PA'S CAN ADD ADDITIONAL LEVELS AS NEEDED. ALSO, PA'S HAVE THE ABILITY TO RUN REPORTS AND DESIGN QUERIES WHICH SUPPORT THEIR DATA NEEDS.

BY USING SAM AND LINKING OVER TO NETSERVICE, PROGRAM ADMINISTRATORS HAVE THE ABILITY TO HANDLE ADMINISTRATIVE AND MAINTENANCE RELATED TASKS ASSOCIATED WITH MANAGING THEIR CHARGE CARD PROGRAM. YOU CAN CHANGE TRANSACTION LIMITS, MONTHLY LIMITS, ADDRESS, PHONE OF A CARDHOLDER; CANCEL OR SUSPEND CARDS; AND VIEW TRANSACTIONS ON AN ACCOUNT AS THEY OCCUR

SAM ACCESS IS PROVIDED TO PROGRAM AND BACKUP ADMINISTRATORS WHEN THEY SUBMIT A PROGRAM ADMINSTRATOR FORM WHICH IS AVAILABLE ON DOA'S CHARGE CARD ADMINISTRATION WEB PAGE.

SAM ACCESS CAN ALSO BE PROVIDED TO FISCAL STAFF WITH THE ABILITY TO VIEW MONTHLY STATEMENT AND RECEIVE MANAGEMENT REPORTS. THIS ACCESS CAN BE PROVIDED BY COMPLETING A SAM ACCESS FORM ON DOA'S WEBSITE. AN AGENCY'S MONTHLY BILL IS ALSO AVAILABLE TO FISCAL STAFF BY COMPLETING THE REQUEST FOR E-BILL FORM AVAILABLE ON DOA'S CHARGE CARD ADMINISTRATION WEB PAGE.

Manage Your Program – GE MasterCard and You

- The following Management Reports are available online through SAM
 - Administrative
 - Cardholders
 - Merchants
 - Travel Reports
 - Transactions



GE MASTERCARD PROVIDES DETAILED MANAGEMENT INFORMATION REPORTS THAT ENABLE AGENCIES TO MONITOR CARDHOLDER USAGE, POLICY COMPLIANCE AND FREQUENCY OF VENDOR USAGE.

SAM DATA IS NOT REAL TIME. SAM IS FEED BY DATA FILES FROM MASTERCARD WHICH CAUSES A 48 HOUR DELAY IN TRANSACTIONS SHOWING UP IN SAM FROM THE TIME THE VENDOR POSTS THE CHARGE. IF YOU NEED A REAL TIME SITE TO VIEW IF A TRANSACTION HAS POSTED TO A CARD, YOU CAN LINK OVER TO NETSERVICE FROM SAM FOR THAT CARDHOLDER TO SEE THEIR REAL TIME TRANSACTIONS.

FISCAL AND INTERNAL AUDIT STAFF CAN OBTAIN ACCESS TO REPORTS BY COMPLETING A SAM REPORTING FORM.

SAM - Cardholder Listing

- This report is accessed under Reports Wizard and the Cardholders folder
- It provides all cardholders for your agency
 - Account Numbers (last 6 digits only)
 - Addresses
 - Phone Number
 - Limits



THIS REPORT CONTAINS ALL RELEVANT CARDMEMBER INFORMATION FOR YOUR AGENCY. PART OF ADMINISTERING A SUCCESSFUL PROGRAM INVOLVES ENSURING THAT CARDMEMBER RECORDS ARE CURRENT AND THAT LIMITS IMPOSED ON THEIR ACCOUNTS ARE APPROPRIATE TO USAGE. THIS REPORT MAY ALSO BE USED AS A REFERENCE TOOL TO VERIFY PARTICIPATION IN THE PROGRAM.

SAM - SWAM Report

- This is a Custom Report for all users of SAM
- This report is used in order to assist you in your SWAM reporting to DMBE
- Only vendors certified by DMBE are shown on this report
- The report has been designed by DMBE



THE SWAM REPORT DETAILS ALL TRANSACTIONS ON THE PURCHASING CARD WHICH WERE MADE WITH DMBE CERTIFIED VENDORS FOR THE PERIOD OF TIME DEFINED IN THE CRITERIA.

DMBE DESIGNED THIS REPORT FOR USE BY STATE AGENCIES AND INSTITUTIONS. DMBE WILL PROVIDE GE MASTERCARD A FILE OF CERTIFIED VENDORS ON A RECURRING BASIS TO ENSURE GE'S DATABASE IS CONTINUOUSLY UPDATED.

SAM - Other Reports

- Transaction Detail Report
 - Shows all cardholder activity for period
- Industry Spending
- Query function



THESE REPORTS ARE AVAILABLE ON A VARIETY OF FREQUENCIES TO CATER TO YOUR AGENCY NEEDS.

THE CARDMEMBER ACTIVITY REPORT IS YOUR MONTHLY TRANSACTION LOG FOR YOUR CARDHOLDERS. YOU CAN UTILIZE THIS REPORT TO MONITOR COMPLIANCE TO STATE REGULATIONS AND POLICIES.

SAM CAN ALSO BE USEFUL IN DETERMINING WHAT INDUSTRIES YOUR AGENCY UTILIZED THE PURCHASE CARD FOR. IT WILL ALSO IDENTIFY POSSIBLE AREAS FOR CONTRACTS IN ORDER TO SAVE YOUR AGENCY MONEY.

QUERY FUNCTIONALITY IS AVAILABLE FOR PROGRAM ADMINISTRATORS AS WELL AS FISCAL STAFF.

ALWAYS REFER TO YOUR SAM REPORTING GUIDE FOR ASSISTANCE.

CARDHOLDER BENEFITS



LETS REVIEW WHAT BENEFITS THERE ARE FOR YOUR CARDHOLDERS.

Cardholder Benefits and Resources

- Monthly Statement
- NetService Cardholder Access
- 24 hour customer service



GE MASTERCARD PROVIDES YOUR CARDHOLDERS WITH A MONTHLY STATEMENT TO ASSIST IN THEIR RECONCILIATION OF CHARGES. THIS STATEMENT REPRESENTS THE OFFICIAL DOCUMENTATION NEEDED TO COMPLETE THEIR MONTHLY RECONCILIATION. A STATEMENT IS NOT SENT IF THERE IS NO ACTIVITY FOR THE CYCLE PERIOD.

NETSERVICE CARDHOLDER ACCESS IS GE MASTERCARDS' ONLINE TOOL TO PROVIDE CARDHOLDERS UP TO DATE INFORMATION ON THEIR ACCOUNT. A NETSERVICE FOR CARDHOLDER GUIDE WAS PROVIDED ON THE CD'S FROM TRAINING.

CARDHOLDERS CAN ALWAYS CALL THE NUMBER ON THE BACK OF THEIR CARD FOR 24 HOURS CUSTOMER SERVICE.

NetService for Cardholders

- Cardholders can perform the following functions using NetService:
 - View and Print Statements
 - View and Print Billed and Unbilled Transactions
 - File Disputes
- How to Enroll?
 - Cardholders may enroll via www.genetservice.com



GE MASTERCARDS' NETSERVICE FOR CARDHOLDERS IS AN ONLINE MANAGEMENT TOOL AVAILABLE TO YOUR CARDHOLDERS TO MANAGE THEIR ACCOUNT 24 HOURS A DAY, 7 DAYS A WEEK.

CARDHOLDERS HAVE THE ABILITY TO VIEW AND PRINT THEIR STATEMENTS AS WELL AS VIEW THEIR BILLED AND UNBILLED TRANSACTIONS. CARDHOLDERS CAN ALSO DISPUTE ANY ISSUES THEY HAVE THROUGH NETSERVICE. ENCOURAGE YOUR CARDHOLDERS TO MONITOR THEIR ACTIVITY CLOSELY, DISPUTES MUST BE FILED WITHIN 60 CALENDAR DAYS OF THE TRANSACTION POST DATE ACCORDING TO GE MASTERCARD POLICY.

CARDHOLDERS MAY ENROLL VIA THE GE WEBSITE AT WWW.GENETSERVICE.COM. ON THE CD YOU RECEIVE FROM US, THERE IS A NETSERVICE FOR CARDHOLDER GUIDE WHICH WALKS THE CARDHOLDER THROUGH THE SET UP PROCESS.

HELPFUL TIPS



NOW WE ARE GOING TO PROVIDE SOME HELPFUL TIPS.

Helpful Tips For Managing Your Program

- Important Items to Remember
- What Program Administrators Forget
- Exemptions
- Payment Reminders



THE FOLLOWING SLIDES OFFER HELPFUL TIPS FOR PROGRAM ADMINISTRATORS. THEY ADDRESS THE IMPORTANT THINGS THAT PA'S NEED TO BE AWARE OF WHEN MANAGING THEIR AGENCIES SMALL PURCHASE CHARGE CARD PROGRAM.

Cycle Dates

- Cycle Dates

- Posted for the year on website

- Communicate to cardholders and Fiscal Staff

Start	End
12/16/2006	1/15/2007
1/16/2007	2/15/2007
2/16/2007	3/15/2007
3/16/2007	4/16/2007
4/17/2007	5/15/2007
5/16/2007	6/15/2007
6/16/2007	7/16/2007
7/17/2007	8/15/2007
8/16/2007	9/17/2007
9/18/2007	10/15/2007
10/16/2007	11/15/2007
11/16/2007	12/17/2007
12/18/2007	1/15/2008



PA'S NEED TO BE FAMILIAR WITH THE CYCLE DATES EACH MONTH. IN DECEMBER OF EACH YEAR, THE NEW LIST OF CYCLE DATES AS WELL AS PAYMENT DUE DATES ARE POSTED ON THE CHARGE CARD ADMINISTRATION WEBSITE. IT IS CRITICAL YOU KEEP YOUR CARDHOLDERS INFORMED OF THE CYCLE DATES AS WELL AS YOUR FISCAL STAFF.

ABOVE IS THE LIST FOR 2007.

DO NOT Use the Card to Circumvent Regulations

- Observe procurement and travel regulations.
- Provide guidance to cardholders regarding restrictions.
- Maintain documentation on removing temporary or permanent restrictions.



ALL INDUSTRY RESTRICTIONS MUST BE TURNED “ON” WHEN APPLYING FOR NEW CARDS. THE RESTRICTIONS ARE: ACCOMMODATIONS, CAR RENTAL, OIL/GAS, RESTAURANT AND TRAVEL. INDUSTRY RESTRICTIONS ARE BASED ON MERCHANT INDUSTRY CODES WHICH PROVIDE ADDITIONAL CONTROLS TO PREVENT OR LIMIT THE AMOUNT OF CHARGES THAT ARE NOT ALLOWED ON THE SPCC CARD.

PROGRAM ADMINISTRATOR’S HAVE BEEN DELEGATED THE ABILITY TO REMOVE THESE RESTRICTIONS EITHER TEMPORARILY OR PERMANENTLY. IT IS THE RESPONSIBILITY OF THE PA TO REVIEW THE CARDHOLDER’S ACCOUNTS PERIODICALLY TO ASSESS IF THE PERMANENT RESTRICTION REMOVAL IS STILL NEEDED. IF THE RESTRICTION IS NO LONGER NECESSARY, THE PA MUST TURN THE RESTRICTION BACK ON IMMEDIATELY. THIS ASSESSMENT CAN BE MADE TO COINCIDE WITH THE REQUIRED ANNUAL ANALYSIS OF EACH CARDHOLDER’S USAGE AND LIMITS WHICH IS STIPULATED IN THE CAPP TOPIC.

ALL DOCUMENTATION RELATED TO REMOVING INDUSTRY RESTRICTIONS MUST BE KEPT ON FILE AT THE AGENCY FOR AUDIT PURPOSES.

PAYMENT DUE DATES

- PCard payments are due to GE no later than the 8th of every month
- Bills can be accessed the day after cycle via NetService
- Bills can be accessed 48 hours after cycle in SAM



PAYMENT TO GE IS DUE NO LATER THAN THE 8TH OF EVERY MONTH. PLEASE MAKE SURE THAT YOU TAKE INTO ACCOUNT WEEKENDS AND HOLIDAYS SINCE CARS DOES NOT TRANSMIT FUNDS ON THOSE DAYS.

YOU CAN ACCESS YOUR BILL THE DAY AFTER CYCLE CLOSE ON NET SERVICE. AS A PA, YOU CAN ACCESS THAT BY LINKING OVER TO NETSERVICE ON YOUR BILLING ACCOUNT.

SAM REPORTS ARE ABLE TO BE RUN FOR A CYCLE 48 HOURS AFTER THE CLOSE. REMEMBER TO TAKE INTO ACCOUNT WEEKENDS SINCE SAM DOES NOT LOAD FILES OVER THE WEEKENDS.

Absolutely No Card Sharing!

- The agency must be able to hold the cardholder accountable for card use and record keeping
- Sharing the card or the number with others adds unacceptable risk



AUTHORIZED USE OF THE PURCHASING CARD IS LIMITED TO THE PERSON WHOSE NAME APPEARS ON THE FACE OF THE CARD. THE PURCHASING CARD OR IT'S NUMBER MUST NOT BE LOANED TO ANOTHER PERSON. THEREFORE, IT IS IMPORTANT THAT CARDS ARE ISSUED IN THE NAMES OF THOSE WHO WILL BE DOING THE PURCHASING.

IT IS UNACCEPTABLE FOR A CARD ISSUED IN THE NAME OF A DEPARTMENT HEAD TO BE HANDED TO AN ASSISTANT WITH THE INSTRUCTION TO CALL IN A PURCHASE. IT IS UNACCEPTABLE FOR THE SUPERVISOR TO FILL OUT AN ORDER FORM, COMPLETE WITH CARD NUMBER, AND HAND IT TO AN ASSISTANT TO CARRY TO THE VENDOR.

DO NOT Fax or Copy a Card

- Agencies desiring an exemption to this provision must contact DOA in writing and document procedures to ensure card security.
- Never make a photocopy of a card!
- Consider alternatives



NEVER FAX THE FULL CARD NUMBER. FAXING IS THE SAME AS LEAVING YOUR CARD LYING AROUND, YOU CAN'T GUARANTEE THAT THE FAX WILL END UP IN A SECURE LOCATION WHERE ONLY THE INTENDED RECIPIENT CAN ACCESS IT.

AGENCIES DESIRING AN EXEMPTION TO THIS PROVISION MUST CONTACT DOA IN WRITING AND DOCUMENT PROCEDURES THAT ARE IN PLACE TO ENSURE THAT FAXED DOCUMENTS WILL NOT BE MISDIRECTED, THEREBY EXPOSING THE CARD NUMBER TO SOMEONE OTHER THAN THE INTENDED RECIPIENT.

NEVER MAKE A PHOTOCOPY OF A CARD – IF THIS GETS IN THE WRONG HANDS THEY HAVE EVERYTHING THEY NEED TO SHOP TIL THEIR DROP!

EXPLORE OTHER ALTERNATIVES. IF THERE AREN'T ANY AVAILABLE, YOU NEED TO PROVIDE THIS INFORMATION TO DOA IN WRITING.

Maintain A Log

- Maintain a “Log” as Purchases are Made
- Maintained records for reconciliation to Cardmember Statements
- Be on the lookout for Disputed or Questionable Charges



CARDHOLDERS MUST UNDERSTAND THAT THEY MUST MAINTAIN A PURCHASE LOG TO KEEP TRACK OF WHAT IS BOUGHT, WHEN YOU BOUGHT IT, FROM WHOM, HOW MUCH IT COST, 1099 REPORTABILITY, RECEIPTS, ETC. WHEN THE PURCHASES ARE MADE. THE LOGS WILL AID YOU WITH THE RECONCILIATION PROCESS AT THE END OF EACH CARD CYCLE.

IF THE LOG IS KEPT UP TO DATE, YOU WILL HAVE TIME TO CONTACT THE VENDOR IF A RECEIPT OR OTHER PERTINENT INFORMATION IS MISSING.

BE SURE TO READ THE CAPP MANUAL TO LEARN THE DIFFERENCE BETWEEN DISPUTED OR “QUESTIONABLE” CHARGES AND FRAUDULENT CHARGES AS WELL AS HOW THEY ARE HANDLED.

What Program Administrators Forget

- Limits
 - Set Transaction Limit at \$5,000 or Lower.
 - Set Monthly Limit at \$100,000 or Lower
- Restrict All Industry Restrictions
- Cancel Unnecessary or Inactive Cards
- Complete Turbo files or NetApps per instructions



PER CAPP TOPIC 20355, TRANSACTION LIMITS CANNOT BE SET HIGHER THAN \$5000 AND MONTHLY LIMITS CAN NOT EXCEED \$100,000.

BE SURE, WHEN SETTING RESTRICTIONS, TO CHECK THE BOXES FOR ALL RESTRICTIONS.

REMEMBER TO MONITOR CARDHOLDER ACTIVITY AND PROMPTLY CANCEL UNNECESSARY OR INACTIVE CARDS.

COMPLETE ALL TURBO FILES OR NETAPPS PER THE INSTRUCTIONS PROVIDED. IF YOU DO NOT, IT CAN CAUSE A DELAY IN CARD PROCESSING.

Exemptions

- DOA authorization is required for the following:
 - Raise limits above statewide maximum limits
 - Request multiple SPCC cards for one individual
 - Fax a card number
 - Bypass “zero-charges” reporting or supervisor sign-off
 - Have more than two staff members with full Program Administrator authority



AGENCIES MUST BE COGNIZANT OF THE POLICES AND PROCEDURES SET FORTH IN THE CAPP MANUAL FOR PURCHASE CHARGE CARDS. ANYTIME AN AGENCY DOES NOT FOLLOW POLICY THEY ARE IN NONCOMPLIANCE. FOLLOWING THE CAPP TOPIC AND REQUESTING APPROVAL FROM DOA FOR ANY EXEMPTIONS WILL ELEVATE ANY ISSUES WITH AUDITORS. AGENCIES DESIRING AN EXEMPTION TO ANY OF THESE PROVISIONS MUST SUBMIT A WRITTEN REQUEST TO DOA DOCUMENTING THEIR NEED FOR THE EXEMPTION.

Payment Reminders for Fiscal Staff

- Use GE MasterCard's VIN 06130149525 to pay both SPCC and Gold program charges.
- Pay the exact amount due on the Monthly Summary of Accounts.
- Pay by the 8th of every month.
- Key the "Agency Account" number in the Invoice Description field.



THE AGENCY'S ACCOUNTING DEPARTMENT IS RESPONSIBLE FOR PROCESSING PAYMENTS TO GE MASTERCARD FOR THEIR SPCC AND GOLD CARD PROGRAMS ACCORDING TO POLICY. ALL OF THIS INFORMATION IS DETAILED OUT IN THE PAYMENT PROCEDURE SECTIONS OF THE CAPP TOPIC 20355. IT IS IMPERATIVE FOR AGENCIES TO SUBMIT THEIR PAYMENTS CORRECTLY OR THEY WILL HAVE THE POSSIBILITY OF THEIR PAYMENTS BEING DELAYED IN POSTING.

ALL FISCAL STAFF SHOULD BE FAMILIAR WITH THE SECTIONS RELATED TO PAYMENTS IN CAPP TOPIC 20355. THIS IS CRITICAL TO PAYMENT PROCESSING IN CASE THE INDIVIDUAL WHO NORMALLY PROCESSES THE BILL IS OUT. MANY AGENCIES ARE REPORTED FOR LATE PAYMENTS IN THE QUARTERLY REPORT DUE TO STAFF BEING OUT AND OTHER INDIVIDUALS DID NOT FOLLOW PROCEDURES.

R E V I E W

- CAPP 20355
- Cardholder training
- Supervisory review cardholder limits
- Program monitoring
 - Management reports
 - NetService and SAM



REMEMBER TO PERIODICALLY REVIEW CAPP MANUAL TOPIC NUMBER 20355 - PURCHASING CHARGE CARDS.

PROGRAM ADMINISTRATORS... REMEMBER THAT YOU ARE RESPONSIBLE FOR MANAGING YOUR AGENCY'S SPCC PROGRAM TO ENSURE COMPLIANCE, YOU ARE RESPONSIBLE FOR TRAINING CARDHOLDERS AND SUPERVISORS ON THEIR ROLES AND RESPONSIBILITIES; AND REMEMBER TO MONITOR YOUR PROGRAM THROUGH THE USE OF NETSERVICE AND SAM ONLINE MANAGEMENT REPORTING.

DON'T FORGET!

- The agency is responsible for all charges to the card.
- Pay exact amount.
- Keep a log as purchases are made.
- Pay on time no later than the 8th of every month.
- Reconcile log to statement.
- Key agency account number.
- Supervisory signoff.
- Put the agency number on all new card applications.



HERE IS A LIST OF ITEMS THAT PROGRAM ADMINISTRATORS, SUPERVISORS AND FISCAL STAFF SHOULD KEEP IN MIND. THEY ARE KEY TO HELPING YOU MANAGE A SUCCESSFUL CHARGE CARD PROGRAM.

CONCLUSION

- Please refer to this presentation often. It is a valuable source of information.
- Please use the online tools available from GE MasterCard.
- Please remember that you are required to take this training annually.



THIS CONCLUDES THE SMALL PURCHASE CHARGE CARD PROGRAM ADMINISTRATOR TRAINING. WE HOPE THAT THIS TRAINING HAS BEEN A SOURCE OF VALUABLE INFORMATION FOR YOU. PLEASE REMEMBER TO USE ALL OF THE INFORMATION IN THESE SLIDES AND THE ONLINE TOOLS AVAILABLE FROM GE MASTERCARD. THEY ARE AVAILABLE TO HELP YOU MANAGE A SUCCESSFUL PROGRAM.

REMEMBER, THIS TRAINING IS REQUIRED ANNUALLY. SEE YOU NEXT YEAR!

****CONGRATULATIONS****

- You have Successfully completed the SPCC Training for New PA's
- Please email the 2 secret words provided in this presentation to cca@doa.virginia.gov to receive credit for taking the training today.
- You will receive a confirmation email back.

SECRET WORD #2 - HUNT



YOU HAVE SUCCESSFULLY COMPLETED THE SMALL PURCHASE CHARGE CARD PROGRAM ADMINISTRATOR TRAINING. PLEASE EMAIL THE CCA MAILBOX AT THE ADDRESS ABOVE WITH THE TWO SECRET WORDS PROVIDED IN THIS TRAINING TO RECEIVE CREDIT FOR THIS TRAINING.